Certificate of Express Mailing



"Express Mail" Mailing Label Number: EJ499500116US

Date of Deposit: 03/01/1999

Re: Case: P3253

Serial Number: 08/948,530

Filed: 10/09/1997

Subject: Apparatus and Methods Enhancing Call Routing To And Within Call-

Centers

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

- 1. Amendment A.
- 2. Amendment transmittal.
- 3. Duplicate Amendment transmittal.
- 4. Certificate of express mailing.
- 5. Postcard listing contents.

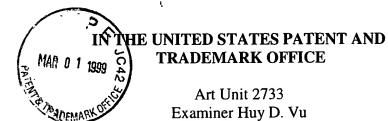
Mark A. Boys

(Typed or printed name of person mailing paper or fee)

(Signature of person mailing paper or fee)

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In Re:

Alec Miloslavsky

Case:

P3253

Serial No.:

08/948,530

Filed:

10/9/97

Subject:

Apparatus and Methods Enhancing Call Routing

To And Within Call-Centers

To the Commissioner of Patent and Trademarks Washington, D.C. 20231

Dear Sir:

AMENDMENT A

In the claims:

All of the claims standing for amendment are reproduced below. Those claims amended herein are marked (Amended), and those claims which are not amended herein are marked (Unchanged).

